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QUESTION 1

DRAG DROP

A team is developing a new customer-focused application. The team wants to achieve the maximum benefits of application adoption. Select each example on the left and drag it to the appropriate design concept on the right.

Select and Place:

Examples	Answer Area	Design concepts
The team collects information about customer challenges and needs.	Example	Design systems
The customer performs a click-through to ensure that the application is working as designed.		Prototyping
The team uses a low-code theme and visual best practices to create a consistent customer experience.		User research
The team creates whiteboard designs of preliminary solution ideas.		Goal alignment
The team clarifies, refines, and prioritizes customer, business, and technical objectives.		User testing

Correct Answer:

Examples	Answer Area	Design concepts
	Example	Design systems
	The team creates whiteboard designs of preliminary solution ideas.	Prototyping
	The team uses a low-code theme and visual best practices to create a consistent customer experience.	User research
	The team collects information about customer challenges and needs.	Goal alignment
	The team clarifies, refines, and prioritizes customer, business, and technical objectives.	User testing
	The customer performs a click-through to ensure that the application is working as designed.	

QUESTION 2

An application allows consultants to enter their hours on a project on a weekly basis. Consultant hours must be approved by both their manager and the project supervisor. The approvals can be performed in any order. How do you configure the approvals in the application?



- A. Add an optional process to each approval in the appropriate stage.
- B. Configure a parallel process for each of the required approvals.
- C. Configure a single cascading approval based on an authority matrix.
- D. Add the manager approval to an alternate stage in the case life cycle.

Correct Answer: C

QUESTION 3

Select the use case that requires an integration by using robotic process automation (RPA).

- A. An online ordering application submits credit card information to a payment processor through a web service.
- B. An order management application updates a customer profile in a legacy system that lacks an exposed API.
- C. A drug trial management application submits trial data to a protected system through a secure connection.
- D. A service management application lists paint options sourced from a Pega Platform data object.

Correct Answer: A

QUESTION 4

Consider the following user story:

As a policyholder, I want to add a vehicle operator to my insurance policy so I can extend coverage to the added operator.

Which two questions help you define the fields for the user view? (Choose Two)

- A. Will field information about the operator be stored in an external database?
- B. How do the fields for the operator need to be displayed?
- C. Do the fields about the operator need to be displayed in multiple languages?
- D. What fields does the account owner need to see to add an operator?

Correct Answer: A

QUESTION 5

An internal application currently grants 75 employees access to one of four roles: Admin, Author, User, and Manager. A new analyst who joins the company requires all the Author role access but only some of the reporting capabilities available to the Manager role.

How do you satisfy this security requirement?



- A. Add the analyst to both the Author role and the Case Manager channel interface.
- B. Update the Author role to include the required analyst reports.
- C. Add the analyst to the Manager role.
- D. Create a new Analyst role with the required access.

Correct Answer: A

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